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QUESTION 1

Which of the following should be done FIRST when concerns have been identified regarding the financial viability of a potential software supplier?

A. Implement an escrow agreement

B. Perform a risk assessment

C. Include a right-to-audit clause in the contract

D. License the intellectual property

Correct Answer: A

QUESTION 2

Which of the following should be the PRIMARY input when developing IT strategy?

A. Vision statement

B. Process and capability maturity

C. Governance objectives

D. Balanced scorecard

Correct Answer: C

QUESTION 3

To meet the growing demands of a newly established business unit, IT senior management has been tasked with changing the current IT organization model to service-oriented. With significant growth expected of the IT organization, which of the following is the MOST important consideration when planning for long-term IT service delivery?

A. The IT service delivery model is approved by the business.

B. An IT risk management process is in place.

C. IT is able to provide a comprehensive service catalog to the business.

D. The IT organization is able to sustain business requirements.

Correct Answer: C

QUESTION 4

A newly established IT steering committee is concerned whether a system is meeting availability objectives. Which of the following will provide the BEST information to make an assessment?

A. Balanced scorecard

B. Capability maturity levels

C. Performance indicators

D. Critical success factors (CSFs)

Correct Answer: B

QUESTION 5

An enterprise is initiating efforts to improve system availability to mitigate IT risk to the business. Which of the following results would be MOST important to report to the CIO to measure progress?

A. Incident severity and downtime trend analysis

B. Probability and seventy of each IT risk

C. Financial losses and bad press releases

D. Customer and stakeholder complaints over time

Correct Answer: A

QUESTION 6

An enterprise wants to address the human factors of social engineering risk within the organization. From a governance perspective, which of the following is the BEST way to mitigate this risk?

A. Distribute the social media information security policy to staff.

B. Mandate annual security awareness training.

C. Restrict access to social media.

D. Mandate security requirements be included in employee contracts.

Correct Answer: B

QUESTION 7

Which of the following should be the PRIMARY goal of implementing service level agreements (SLAs) with an outsourcing vendor?

A. Gaining a competitive advantage

B. Establishing penalties for not meeting service levels

C. Achieving operational objectives

D. Complying with regulatory requirements

Correct Answer: C

QUESTION 8

Which of the following are the MOST critical enablers for implementing IT governance in an enterprise?

A. Involvement of IT strategy and steering committees

B. Assigning roles and responsibilities for IT governance

C. Commitment and promotion by senior management

D. Prioritizing IT projects and funding for IT governance

Correct Answer: C

Reference: https://www3.pinkelephant.com/articles/The7EnablersandConstraintsofITSMv1.PDF

QUESTION 9

You are the project manager of a large construction project. Part of the project involves the wiring of the electricity in the building your project is creating. You and the project team determine the electrical work is too dangerous to perform yourself so you hire an electrician to perform the work for the project. This is an example of what type of risk response?

A. Avoidance

B. Mitigation

C. Transference

D. Acceptance

Correct Answer: C

QUESTION 10

Which of the following is the MOST important reason to include internal audit as a stakeholder when establishing clear roles for the governance of IT?

A. Internal audit has knowledge and technical expertise to advise on IT infrastructure.

B. Internal audit is accountable for the overall enterprise governance of IT.

C. Internal audit implements controls over IT risks and security.

D. Internal audit provides input on relevant issues and control processes.

Correct Answer: D

QUESTION 11

A large organization with branches across many countries is in the midst of an enterprise resource planning (ERP) transformation. The IT organization receives news that the branches in a country where the impact to the enterprise is to be greatest are being sold. What should be the NEXT step?

A. Update the ERP business case and re-evaluate the ROI.

B. Cancel the ERP transformation and re-allocate project funds.

C. Adjust the ERP implementation plan and budget.

D. Continue with the ERP migration according to plan.

Correct Answer: A

QUESTION 12

An enterprise\\'s board of directors has determined that IT is not sufficiently supporting its corporate objectives, and has established a committee to address this problem. Which of the following should be the committees FIRST action?

A. Implement a continuous improvement plan.

B. Specify IT human resource performance measures.

C. Create an IT strategic plan.

D. Develop a service level management plan.

Correct Answer: C

QUESTION 13

An enterprise is evaluating a Software as a Service (SaaS) solution to support a core business process. There is no outsourcing governance or vendor management in place. What should be the CEO\\'s FIRST course of action?

A. Ensure the roles and responsibilities to manage service providers are defined.

B. Establish a contract with the SaaS solution provider.

C. Instruct management to use the standard procurement process.

D. Ensure the service level agreements (SLAs) for service providers are defined.

Correct Answer: A

QUESTION 14

An IT governance committee wants to ensure there is a clear description of the "data owner" in the enterprise data

policy. Which of the following would BEST define the owner of data stored in an external cloud?

A. The business leader who is most impacted by the loss of data.

B. The risk manager who is responsible for protecting data stored in the cloud.

C. The contract manager who monitors the security of the cloud provider.

D. The vendor who submits the data to the organization via online forms

Correct Answer: A

QUESTION 15

Risk management strategies are PRIMARILY adopted to:

A. avoid risks for business and IT assets.

B. take necessary precautions for claims and losses.

C. achieve acceptable residual risk levels.

D. achieve compliance with legal requirements.

Correct Answer: C

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